



## Work Instruction (WI)

**DIRECTIVE NO.** 270-WI-6700.0.2B  
**EFFECTIVE DATE:** 10-19-2015  
**EXPIRATION DATE:** 10-19-2020

**APPROVED BY Signature:** Original Signed By  
**NAME:** Marilyn C. Tolliver  
**TITLE:** Chief, Information and Logistics Management Division

### COMPLIANCE IS MANDATORY

**Responsible Office:** 270/Information and Logistics Management Division

**Title:** Transportation Dispatch Operations

## PREFACE

### P.1 PURPOSE

This procedure describes the processes involved with the operation of the dispatch services associated with the pick-up and deliveries of items located at NASA's Greenbelt, Maryland location, the Motor Pool vehicle reservation system. Also included are the operation of the "on-call" on-center Taxi service, and providing support for tours designed to support the following efforts:

- Transportation support for the Individuals with Disabilities community.
- Help reduce private vehicle use and parking requirements on Center.
- Support the Government's objectives to reduce energy consumption, and help to contribute to the overall reduction of vehicle exhaust emissions.

### P.2 APPLICABILITY

This procedure applies to all NASA-owned or controlled items requiring transportation, it also applies to individuals or groups who are in need of passenger vehicles for official travel purposes, or those individuals or group tours who require on-center passenger services. The Goddard Taxi is available to all personnel holding valid Goddard Space Flight Center (GSFC) identification badges (permanent or official visitors). "On-call" personnel transportation services will be provided to and from all points within the Goddard Campus area (this includes both the East and West Campus area), on a "first call, first served" basis. There will be no pick-ups or drop offs of personnel outside of the Goddard Campus area. These dispatch services are managed by Code 274, Logistics and Transportation Management Branch and supported by the Transportation Management Branch of the Code 279 logistics services contractor.

### P.3 REFERENCES

- U.S. Department of Transportation - Federal Motor Carrier Safety Regulations/Title 49 CFR sec. 392, 396, (<http://www.fmcsa.dot.gov/rulesregs/fmcsrhome.htm>).
- Americans with Disabilities Act (<http://www.ada.gov/>)
- NPD 6000.1, Transportation Management
- NRRS 1441.1, NASA Records Retention Schedules

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- e. NASA Fleet Management Handbook 2011 <http://ld.hq.nasa.gov/ato.html>
- f. GPR 4520.2, Receiving Inspection and Test
- g. GPR 5340.2, Documentation and Control of Process Nonconformances and Customer Complaints
- h. GPR 8719.1, Certification and Recertification of Lifting Devices and Equipment and Operators.

#### **P.4 CANCELLATION**

270-WI-6700.0.2A Transportation Dispatch Operations

#### **P.5 TOOLS, EQUIPMENT, AND MATERIALS**

Material handling equipment used includes: forklifts, lift-gates, wheel chair lifts, electric and manually operated pallet jacks, hand-trucks, Johnson bars, furniture dollies, and delivery carts.

Taxi driver will utilize a behind the head, hands-free, telephone headset, coupled with a mobile telephone. Driver is also provided and trained in the use of the wheel-chair lift (and use of hand crank emergency operation) and noted in Code 279 Training Database.

PPE: Safety shoes are required for all personnel involved in material handling operations. Work gloves are required when manually handling material that is heavy or containing sharp edges. Personnel involved in the transfer of cryogenic fluids (e.g. filling liquid nitrogen from bulk storage to deliverable dewars) are required to wear safety goggles, a face shield, gloves and apron designed to withstand extreme cold and long sleeved shirts rolled down.

#### **P.6 SAFETY PRECAUTIONS AND WARNINGS**

Lifting Safety: Personnel safety is of extra concern during operations where vehicles or equipment is lifted or lowered whether by mechanical or manual means. The following safety precautions will be observed during these operations:

- a. Safety shoes must be worn. Hard hats must be worn if working under suspended loads.
- b. The area around the lifting/lowering operation must be clear of unnecessary material and personnel, provides good footing/traction and is free of trip hazards.
- c. A sufficient number of qualified personnel must be assigned to the lifting/lowering operation including extra personnel to assist with manual operations and a dedicated “spotter” to assist forklift operators handling loads that obstruct the driver’s unrestricted vision.
- d. Ensure that the load destination is clear of obstacles and provides a stable base to support the load.
- e. All forklifts used for critical lifts must have a current weight test certification unless a formal waiver has been issued and is readily available to equipment operators.
- f. A daily safety checklist 270-FORM-0073, Driver Vehicle Inspection Report, must be completed each day before the first use of any vehicle. The form will be retained with the equipment until turned in to the appropriate Supervisor for retention for 12 months.
- g. A daily safety checklist 270-FORM-0003, Forklift and Battery Powered Pallet Jack, must be completed each day before the first use of any forklift and battery powered pallet jack. The form

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will be retained with the equipment until turned in to the appropriate Supervisor for retention for 12 months.

**Passenger Seat Belts:** All passengers will be required to use seatbelts, or wheelchair restraint straps. Children will be required to have child safety seats or booster seats, per age/weight applicability (<http://www.nhtsa.gov/Safety/CPS>). Drivers shall not place their vehicle in drive unless all passengers, including wheelchair passengers are wearing permanently installed seat belts or otherwise restrained e.g. wheel chair tie down. Additionally, children will be required to have child safety seats or booster seats, per age/weight applicability (Child Passenger Safety)

#### Wheelchair Transfer:

- a. Wheelchair bound passengers will be picked up or discharged from the vehicle with parking brake engaged, and wheelchair lift restraints in use. Driver will use voice commands to direct the wheelchair patrons' actions during lift operations. Driver will operate the wheelchair lift and assist with pick-up or discharge of wheelchair bound passengers.
- b. Driver will assist wheel chair patrons during loading/unloading operations while raining, by providing umbrella coverage until safely reaching a covered area.
- c. When the lift gate is deployed, ensure that
  - the person in a wheelchair securely fastens the wheelchair's installed seat belt. Provide a temporary "Pose" seat belt if the wheelchair does not have an installed belt,
  - the lift's installed safety strap personnel restraint is deployed,
  - a flat and level "landing" for the lift is selected, and
  - the lift is completely and securely grounded, not merely roll stop deployed.

**Telephone Use:** Drivers will pull off roadway to:

- a. To make/answer complex or multiple calls,
- b. To yield to emergency services vehicles,
- c. To pick-up/discharge passengers.

**Cryogenic Operations:** Extreme cold hazards associated with handling of cryogenic gasses are detailed in Section 12 Cryogenic Operations.

Additional safety guidance is contained on the National Highway Traffic Safety Administration website. (NHTSA - National Highway Traffic Safety Administration).

## P.7 TRAINING

Training Title	Source	Notes
Forklift Operators Certification	Code 279 Mechanical Engineer	Results provided to Code 540
Wheelchair Lift Operators	Code 279 Transportation Manager	

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Rigging Signals Training	Code 279 Lead Driver	For critical institutional lifts
Basic Cryogenic Safety	SATERN: GSFC-SG-GCS13	For cryogenics driver and freight helper
Oxygen Deficiency Hazards	SATERN: GSFC-SH-ODH12	
HazMat Endorsement on CDL	Maryland DMV	

## P.8 RECORDS

Record Title	Record Custodian	Retention
GSA Standard Form 91, Motor Vehicle Accident Report	Dispatcher	*NRRS 6/11D
GSA Standard Form 94, Statement of Witness	Dispatcher	*NRRS 6/11D
GSFC Form 11-54, Shipping and Mailing Request Form	Operations Manager	*NRRS 6/2C
GSFC Form 20-4, Shipping/Transfer Request	Operations Manager	*NRRS 6/2C
270-FORM-0003, Forklift and Battery Powered Pallet Jack Safety Checklist	Operations Manager	For a minimum of 12 months per GPR8719.9
270-FORM-0006, Transportation Pick-up Ticket	Operations Manager	*NRRS 6/2C
270-FORM-0024, Motor Vehicle Justification	Vehicle Maintenance Supervisor / Lead Mechanic	*NRRS 6/11D
270-FORM-0073, Driver Vehicle Inspection Report	Vehicle Maintenance Supervisor / Lead Mechanic	*NRRS 6/11D
270-FORM-0076, Assigned Vehicle Change	Vehicle Maintenance Supervisor / Lead Mechanic	*NRRS 6/11D
270-FORM-0129, Excess Personal Property Pickup Authorization	Operations Manager	*NRRS 6/2C
270-FORM-0138, Vehicle Trip Log	Dispatcher	*NRRS 6/11D

\* NRRS – NASA Records Retention Schedule (*NRRS 1441.1*)

## P.9 MEASUREMENT/VERIFICATION

Performance Requirements are contained in the GLTIC Technical Performance Incentive Fee Plan or Performance Requirements in the Statement of Work for contract NNG12AZ11C.

## INSTRUCTIONS

### 1.0 OVERVIEW AND POLICY

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The Goddard Logistics Services support contractor will provide dispatch services covering the areas of: pick-up and delivery services for items requiring handling and relocation, the maintaining of a core fleet of motor pool vehicles for use by those individuals or groups who need to attend meetings, and providing localized taxi services between buildings on-Center in support of Goddard workforce personnel, visitors, and the Individuals With Disabilities community. These dispatch services are provided in conjunction with Official Business conducted on behalf of NASA's GSFC. The support contractor shall also maintain the Dispatch Automated Fleet Information System (DAFIS) and record all transactions involving pick-ups and deliveries, and motor pool vehicle reservations.

## **2.0 INDIVIDUAL RESPONSIBILITIES**

This section contains procedures and responsibilities applicable to managing, performing and documenting material movement requests, motor pool vehicle reservations requests, and operation of the on-Center Taxi services. These procedures are established with oversight and guidance provided by the Branch Head, Logistics and Transportation Management Branch (Code 274).

### **2.1 The Transportation Branch Manager Responsibilities**

The Code 279 Transportation Branch Manager is responsible for the management and overall supervision of transportation activities and personnel enumerated within this work instruction, related to pick-up and delivery services, operation of the motor pool vehicle reservation system, and the operation of the on-center Taxi services in support of GSFC's institutional and project requirements.

### **2.2 The Dispatcher Responsibilities**

The Code 279 Dispatcher receives material and personnel movement requests from customers and completes the appropriate paperwork to document and track the request through completion. The dispatchers' workload is split between two operational functions. The first function is handling the movement of freight throughout the center and its environs. The Transportation/Traffic Management dispatcher assigns specific tasks to the appropriate transportation personnel. Information pertaining to the movement of specific types of material is addressed in detailed sections later in this Work Instruction. The second function is the coordination of personnel transportation via the Motor Pool Dispatcher for on-center taxi service, tour busses, or by assigning motor pool vehicles to customers on travel.

The Dispatcher receives vehicle and tour requests via eMOD and schedules appropriate vehicle and driver for tour support.

Dispatcher will assign daily use and permanently assigned vehicles to contractor and government personnel and will maintain accountability and mileage records for all vehicles.

### **2.3 Vehicle Operators**

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Vehicle Operators pick up and deliver material according to predetermined schedules or by special assignment. Coordination of special assignments is made by the customer with the Dispatcher. Vehicle Operators transport personnel (less than 8) by use of the on-center Taxi service. They also transport personnel on tours and pick-up and deliver material to various locations as directed by the Dispatcher. They are required to maintain a valid driver's license.

## 2.4 Drivers

Truck drivers and helpers report to center locations, NASA Headquarters, airports, dockyards or other transportation terminals within the greater Washington and Baltimore metropolitan areas as assigned by the Dispatcher. All truck drivers are required to maintain a valid Commercial Driver's License (CDL). At least two (2) drivers must have Hazmat endorsement.

The Utility Driver will be responsible for operating busses over routes as directed, and will maintain the appropriate CDL passenger endorsement on their license.

Tractor Trailer Operators will maintain the appropriate Commercial Driver's License endorsements and be familiar with available equipment.

## 3.0 MATERIAL MOVEMENT REQUESTS

This section will address the movement and relocation of furniture, equipment, expendable stock items, project parts, electronic equipment, and any other items approved by NASA. Such movement and relocation is performed at both on and off-center (local adjacent areas). At Greenbelt this includes tasks such as the set-up of conference rooms and meeting rooms (i.e. tables and chairs).

### Procedures

The Dispatcher will receive material movement requests from the customer. All movement requests (exception: Excess equipment/furniture which utilizes <https://equipment.nasa.gov/equipment/Home.jsp>) will be via the eMOD system (<https://emod.wff.nasa.gov/emod/>). For more urgent, emergency and project support needs, requests via email and phone call may be used. When the customer submits a request the Dispatcher will enter it into automated dispatch system, which electronically generates a (DAFIS) transportation pickup ticket.

- a. Quantity and kind of material to be moved, and date of request;
- b. Size and weight of material;
- c. Person, building, room and phone number where the material is to be picked up;
- d. Required delivery date or urgency of movement;
- e. Person, building, room and phone number where the material is to be delivered; and
- f. Other coordinating information if required.

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After receiving the necessary information, the Dispatcher may contact the customer for verification and schedule the material movement. Material will be scheduled based on the "first in, first out" method, priority 01 taking precedence over this policy.

Priority 01's are identified as material movement requests which require priority handling, usually within 24 hours.

The Dispatcher will assign work to individual drivers based on priority, quantity of material, estimated completion times, location, required pick-up or delivery date, assets available, and any special requirements. The driver receives the original request ticket.

The driver will pick up the material from its point of origin and deliver it to its point of destination, and insure that it is properly secured during transit to prevent movement and damage. In the event the load contains items riding on wheeled dollies, top-heavy items, or unsecured loose items, the driver will request blocking and bracing support from the Packing and Crating Section. Once the delivery is completed, the driver will have the recipient of the material sign the original copy of the DAFIS Pickup verifying the request was completed.

If the shipment is refused at the point of destination the material will be returned to the point of origin and the ticket will be marked "REFUSED".

Express Delivery material that is returned to the point of origin  
will not remain overnight in the delivery vehicle

If the material, shipper, or receiver is not prepared for the movement, the ticket will be marked with the appropriate reason. The Dispatcher will reschedule movement with the customer.

At the end of the work shift, the driver will turn in all tickets to the Dispatcher or Operations Manager.

Conference room setups require special efforts and must be completed by the required due date. Requests must be received 5 working days prior to the conference date for scheduling. The setup request is submitted by the requesting customer via email, fax or phone with a diagram provided of the requested setup. Prior to assignment the Dispatcher completes a DAFIS Pickup and assigns the appropriate size crew to accomplish the request.

Upon completion of any material movement request, the driver or crew leader initials the original Pickup ticket verifying task accomplishment and returns the original documents to the Operations Manager or Dispatcher for filing.

#### **4.0 VEHICLE ASSIGNMENT**

**This section details the procedures the logistics services contractor will use to assign government vehicles to Logistics contract personnel while performing the operational activities required under this contract.**

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## **Procedures**

The Dispatcher will assign vehicles to contract personnel in order to perform the daily functions of the Transportation Section. The Dispatcher will prepare a DAFIS Trip ticket for each vehicle on a daily basis. The Dispatcher will enter the following information into the Vehicle Trip Log when contract personnel are assigned a Greenbelt vehicle:

- a. Name of driver;
- b. Vehicle tag number;
- c. Dispatched by;
- d. Date; and
- e. Destination.

The time out of the motor pool and the beginning odometer reading will be the individual driver's responsibility and will be noted on the Trip Log prior to departure from the Building 27 parking lot. Drivers will also note that they have conducted a visual inspection of the vehicle and have checked the oil prior to departure from the motor pool. They will sign the form verifying this information. At the close of the business day, all drivers will attach the keys to the vehicle clipboard and complete the Vehicle Trip Log with the following information:

- a. Time in; and
- b. Ending odometer reading.

Drivers will turn their completed Vehicle Trip Log in to the Bldg. 27 Motor Pool Dispatch office.

The Dispatcher will compile the daily trip log and file.

The Motor Pool Dispatcher has been designated to secure all unoccupied vehicles and maintain this level of security on a daily basis, within the Building 27 compound.

The Government Motor Vehicle Officer will complete an "Assigned Vehicle Change" (270-FORM-0076) form when permanently assigned changes are made. The Dispatcher will note the change in to the fleet management system and filing in the individual vehicle jacket. The Dispatcher should receive trip logs on Monday for permanently assigned vehicles showing the previous week's usage. If tickets are not received, a call will be placed to the responsible party requesting a trip ticket by COB Tuesday. If no response, a second call will be made requesting a trip ticket by COB Wednesday. Dispatcher will maintain a log showing date, time, and contact for these requests. A list will be prepared for Code 274 by 10:00 a.m. Thursday showing vehicle and responsible party for which no trip ticket has been received. Trip tickets will be destroyed after 1 year.

## **5.0 VEHICLE RESERVATION REQUESTS**

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Upon receiving a request for a government vehicle for travel or local use via eMOD (Electronic Management Operations directorate) system, the Dispatcher must ensure that the requester is authorized to use a vehicle and, that vehicles are assigned in accordance with NASA and federal regulations. This section provides the procedures, which ensure that these regulations are followed.

**NOTE:** At the time the dispatcher is informed of the requested reservation and just prior to handing out the keys, the operator will be informed of the following:

Goddard employees must be authorized on their travel orders to use a government vehicle for travel and, under certain circumstances, take the vehicle home to commence the travel. Specifically, a vehicle may be taken home at the close of the working day preceding the start of the official travel and commence travel from their residence on the next day. Likewise, if employees are scheduled to return from travel after working hours, they may take the vehicle to their residences and return the vehicle to the motor pool the next regular working day. This policy only applies when the employee is using a government vehicle for official travel and the authorizing official issuing the travel orders determines that there will be a significant savings in time. The travelers' residence location should also be located in the direction of the travel destination, e.g., an employee lives in Annapolis, MD, and will be traveling from Goddard to Wallops Island, VA. Another example would be when the travel time between the travelers' residence and the temporary duty station is significantly shorter than the travel time between the Center and the temporary duty station. Travelers taking a vehicle home must use it only for official government business. Travel order authorizing officials must specify on the travelers' orders two elements in order to be issued a vehicle from the motor pool:

- a. Use of government vehicle is authorized;
- b. Authorized to take vehicle to travelers' residence in connection with official travel due to significant savings in time.

## 5.1 Procedures

The Motor Pool Dispatcher (6-6977) will receive all vehicle reservation requests. All customer request for vehicles reservations should be entered through the eMOD online system using the enclosed hyperlink (<https://emod.wff.nasa.gov/emod/> ) The Motor Pool Dispatcher will maintain a schedule of personnel who request a vehicle, vehicles assigned, vehicles reserved, and vehicles available for reservations.

Two different types of vehicle reservations may be made; local and travel. The differences between the two are as follows: local reservations are for vehicles dispatched a distance of not more than 50 miles and which are generally returned by the close of business that day; travel reservations are for vehicles dispatched for more than 50 but less than 200 miles, and may be kept out overnight or longer. Travel in excess of the 200 mile radius of GSFC must be approved by the Code 274 Center Transportation Officer.

Upon receiving a vehicle reservation request, the Dispatcher will verify the following information from the requester:

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- a. Name and code
- b. Destination
- c. Departure date and time
- d. Approximate date and time of return
- e. Number of passengers and
- f. Any special requirements

After receiving the necessary information, the Dispatcher will email the confirmation of vehicle reservations.

If no vehicles are available:

An email notification to the Motor Vehicle Officer and customer will be made that provides all pertinent data associated with the request (individual's data, date requested, and reason for non-availability).

When the customer arrives at the Motor Pool Dispatch Office the Dispatcher will request to look at the employees Goddard Badge, and their valid State or DC driver's license.

The Dispatcher will verify the employee's name by comparing a government ID card, or GSFC employee badge, and driver's license. Particular attention must be paid to the expiration date on the latter. Only if all information is current and valid will the Dispatcher release the vehicle to the operator.

The Dispatcher will prepare a Vehicle Trip Ticket using DAFIS when the operator comes to the dispatch office to pick up the vehicle. Upon verification that the individual possesses a valid NASA U.S. Government identification badge, and valid travel orders if on required travel (i.e. >50 miles), the

**Dispatcher will fill in the following information on the vehicle trip ticket:**

- a. Name of driver and code
- b. Vehicle tag number
- c. Dispatched by
- d. Date out and Destination
- e. Credit Card number and have customer sign copy of Vehicle Trip Ticket acknowledging receipt

The Dispatcher will check the validity of the following information on the operator's driver's license:

- a. Expiration date
- b. Picture, to ensure licensee and possessor are the same
- c. Restrictions
- d. The operator is authorized to operate the type of vehicle dispatched

The operator will enter the following information in the vehicle trip ticket:

- a. Number of passengers
- b. Ending odometer reading

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c. Date and time in

Upon returning to the Greenbelt Motor pool, the operator will turn in the keys, credit card (if applicable), gas receipts and vehicle trip ticket to the Dispatch Office. If returning after normal business hours, these items are deposited in the drop box and are recovered the following day.

If the requester reserves a car for travel, the operator must present an approved Travel Order. When on travel, or otherwise authorized, a Government Credit Card may be issued.

When a vehicle goes out on travel, the Dispatcher will make the appropriate entry in the Daily Dispatch Log (270-FORM-0145). This will establish a chain of accountability until the vehicle is returned. The log will include:

- a. The driver's name and code
- b. The vehicle type and plate number
- c. Date of dispatch and return (from travel orders)
- d. Destination

## 5.2 Credit Card Control Procedures

Credit cards are received from Code 274 when the equipment is accepted by the Motor Vehicle Officer. He will hold the card until the equipment is placed in service. At that point the card is turned over to the appropriate Dispatcher. The card is kept on a hanging board with the vehicle keys. For Motor Pool vehicle only.

When authorized (normally on travel) the credit card is issued with the keys and a vehicle trip log.

**The customer will acknowledge receipt of the credit card by signing a duplicate copy of the Vehicle Trip Log which will be retained by the Dispatcher.**

When credit cards are issued for travel a travel tag is placed on the hook to verify the reason for the cards absence. Empty hooks without travel tags are investigated to determine the reason for the missing card. In the event a card cannot be located the Code 274 Motor Vehicle Officer will be notified.

Upon return from travel the Dispatcher will retrieve the card and any gas receipts from the vehicle user. Cards are returned to the pegboard and gas receipts are entered into the vehicle management system Trip Reporting Module and copies are filed. The original gas receipts are forwarded to the Code 274 Motor Vehicle Officer for reconciliation with the monthly statement, and are kept for 1 year (NRRS 6/11C).

When equipment is excessed the credit card is returned to the Code 274 Motor Vehicle Officer along with the NASA license plate. The Code 274 Motor Vehicle Officer will maintain a record of all license plates returned and credit cards destroyed by NASA plate number.

## 5.3 Equipment Return

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Upon return of the equipment, the keys and vehicle trip ticket (and when applicable the credit card and gas receipts) are retrieved. The vehicle trip log is filed for 1 year. The vehicle keys are placed in a holding box until the equipment is serviced.

Equipment servicing includes:

- a. Refueling (to between 3/4 and a full tank)
- b. Once a week or as required: Vacuum vehicle interior
- c. Once a week:
  - Check and fill oil, windshield washer, battery, and transmission fluid levels.
  - Check spare tire, jack, flare kit, and accident reporting kit.
  - Check headlights, taillights, and flashers.
  - Check the drive belt(s) for tightness and wear.
  - Wash the vehicle's exterior.

Vehicle repair discrepancies will be noted on the vehicle trip log and forwarded to the Vehicle Maintenance Supervisor/Lead Mechanic.

Once the vehicle is serviced, keys are returned to the keyboard for further assignment.

Gas receipts are forwarded to the Vehicle Maintenance Supervisor/Lead Mechanic for data entry in to the vehicle management system Trip Reporting Module and filed. The card is returned to the board and the travel tag removed.

## **6.0 PERMANENTLY ASSIGNED VEHICLES**

These vehicles are assigned to organizations on a permanent-dispatched basis. The Logistics and Transportation Management Branch, Code 274, performs a Motor Vehicle Utilization Review every three years to determine retention of permanently assigned vehicles.

### **Procedures**

Code 274 will notify the Vehicle Maintenance Supervisor/Lead Mechanic of any changes, additions, or deletions as they occur regarding the retention of permanently assigned vehicles. These vehicles will be assigned to a specific person, who is responsible for controlling the use of the vehicle in accordance with Code 274 vehicle operator guidance. That person will receive the keys to the vehicle, and a notation will be placed on the dispatchers' boards identifying:

- a. Type of vehicle
- b. To whom the vehicle was assigned
- c. That person's phone number and code
- d. The vehicle tag number.

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Hard copy log information on permanently assigned vehicles will be maintained in the vehicle management system for the prior fiscal year until the end of the current fiscal year.

Changes in permanent vehicle assignments will be submitted to the Vehicle Maintenance Supervisor/Lead Mechanic for data entry in the vehicle management system. An Assigned Vehicle Change form (270-FORM-0076) will be completed by the dispatcher as soon as the change is made. A monthly review of the permanently assigned vehicles will be accomplished to ensure the data in the fleet management system is accurate. The Vehicle Maintenance Supervisor/Lead Mechanic will submit the report to the Dispatcher for review and will provide copies to the Code 274 Motor Vehicle Officer. Discrepancies will be identified and researched and any corrections will be made on the Assigned Vehicle Change form and submitted to the Vehicle Maintenance Supervisor/Lead Mechanic for immediate entry into the fleet management system.

## **7.0 VEHICLE CLEANING AND WASHING**

### **7.1 Vehicle Operations**

The Contractor will insure that trash is removed from all motor pool vehicles upon return from TDY travel. The contractor will schedule, wash, vacuum, observe tires for low pressure, and body damage for the above vehicles at least every 2 weeks.

### **7.2 Vehicles assigned to support a special Center functions or events. (i.e., dignitary visits, special tours, etc.)**

Upon request from user organization and delivery of the vehicle(s) to the dispatcher, the vehicles will be fueled, washed and vacuumed prior to the specified function or event.

### **7.3 Permanently assigned vehicles.**

User organization will be aware that the car wash facility is available for their use to clean and vacuum their assigned vehicles.

## **8.0 NASA-8 AIRCRAFT SUPPORT**

NASA-8 is not regularly scheduled; each flight must be chartered individually. Reservations for NASA-8 are processed by contract personnel at Wallops Island, telephone (757) 824-1783. Reservations and NASA-8 schedules are available at this link: <https://code830.wff.nasa.gov/Index.cfm?PageID=19> .

## **9.0 TOURS**

The logistics services contractor will provide transportation to support tours authorized by GSFC and coordinate tours by outside organizations.

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## 9.1 Procedures

Bus tour requests can be received via eMOD, letter, or e-mail and should be directed by the customer (from Headquarters or Goddard) to the Code 279 Dispatcher.. There is no prescribed form for requesting a tour.

### 9.1.1

At a minimum the request will provide the following information:

- a. Date of tour(s);
- b. Time of tour(s);
- c. Point of origin;
- d. Tour itinerary;
- e. Point of contact name and phone number; and
- f. Number of people on tour.
- g. Any unique or special needs requirements.
- h. Any children as passengers.

### 9.1.2

All requests for Tour bus service (in-house or commercial) shall be checked for completeness by the Code 279 Dispatcher, and forwarded to the designated Code 274 Bus Managerfor approval processing if a commercial bus is needed

### 9.1.3

For Tour bus services, Code 279 Dispatcher shall assign all commercial bus requests submitted in eMOD to the Bus Manager.

### 9.1.4

A copy of all approved requests shall be forwarded to Code 279 Transportation Branch Manager.

### 9.1.5

All scheduled bus events shall be posted on monthly events using Microsoft Outlook.calendar software.

## 9.2 Tour Bus Selection Criteria

### 9.2.1

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If the tour is for less than 9 people, the tour is scheduled in an appropriate vehicle with a qualified driver.

### 9.2.2

If the tour is for more than 9 but less than 26, the Code 279 MPD will assign the NASA tour bus and a class "B" licensed driver.

### 9.2.3

If the tour is for more than 26, the Dispatcher will coordinate with the Code 274 Bus Manager to arrange for commercial transportation.

## 10.0 TAXI SERVICE

The Goddard Taxi is available to all personnel holding valid NASA/GSFC identification badges (permanent or official visitors). "On-call" personnel transportation services will be provided to and from all points within the Goddard Campus area (this includes both the East and West Campus area), on a "first call, first served" basis. There will be no pick-ups or drop offs of personnel outside of the Goddard Campus area.

### 10.1 Procedures

Goddard Taxi will operate weekdays from 7:00 a.m. to 5:00 p.m., and 1 hour before Center Late Arrival days and 1 hour after Early Dismissal days. Taxi service will be restricted to internal GSFC pick-up and discharge locations.

#### 10.1.1

The Dispatcher will process calls from the representative of the Individual With Disabilities community and coordinate pick-up requests with driver.

#### 10.1.2

No item or package will be transported within the taxi unless in the drivers' judgment it can be held by the passenger without creating any safety or security issues. On-center transportation of items or packages can be arranged by calling x6-6261.

#### 10.1.3

The Taxi driver has the responsibility to:

- The driver will confirm all passengers have a Goddard Identification Badge prior to boarding  
Pick up and deliver passengers from and to all Center buildings.
- Attempt to handle all requests for service within the 10-15 minute response time.

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- c. Request a “back-up” Taxi from the Dispatcher or Operations Manager when:
- The volume of passengers is exceeding the Taxi’s capacity, or
  - The response times are exceeding the servicing capability, or
  - The Taxi has experienced a mechanical failure that requires immediate removal from service.

#### **10.1.4**

The Goddard Taxi will be operated in accordance with all applicable Federal, State, and local laws.

#### **10.1.5**

When snow or icy roadway conditions are present or imminent, the Taxi will report to the Garage for installation of tire chains.

### **10.2 Daily Taxi Maintenance**

#### **10.2.1**

Before driving the Taxi, the driver shall:

- a. Be satisfied that the taxi is in safe operating condition including an operational test of the wheelchair lift;
- b. Review the previous driver’s vehicle inspection report 270-FORM-0073, Driver Vehicle Inspection Report; and
- c. Verify that noted (if any) repairs/deficiencies have been corrected.

#### **10.2.2**

At the end of each workday, driver will notate any vehicle deficiencies that need correcting. (Make necessary notations on the Driver’s Vehicle Inspection Report (270-FORM-0073).

#### **10.2.3**

The driver will make a check of all fluid levels, and “top-off” as necessary, and make notations on the Driver’s Vehicle Inspection Report.

### **11.0 DRIVERS**

This section addresses the duties and responsibilities of all government and contractor drivers when they use a government vehicle. The procedures are designed to follow all federal and state regulations.

#### **11.1 Procedures**

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All vehicle operators/drivers, contract and government must obey the regulations set forth by the U.S. government. They include, but are not limited to:

- a. Possession of a State, District, or Commonwealth operator's permit for the type of vehicle to be operated, issued for the area in which they are principally employed or in which they live.
- b. Abide by all Federal, State and local traffic laws. Drivers will adhere strictly to all posted speed limits and no vehicle will exceed 55 miles per hour.
- c. Seat belts will be worn whenever the key is in the ignition - regardless of whether the engine is running or not.
- d. Unattended vehicles will be secured by removing the keys and closing/locking all doors and windows.
- e. Only permit the use of cell phones while driving that utilizes hands free technology. Additionally, the State of Maryland prohibits "text messaging" while driving.
- f. Vehicles will be operated in a safe and courteous manner.

**Accidents must be reported promptly to the Transportation Branch Manager at Greenbelt. These reports will be forwarded to Code 274. Regardless of the extent of damages or injuries the following actions must be completed:**

- a. If off site, the local law enforcement agency with jurisdiction must be notified and a police report filed. If on site, Code 240 (Security) must be notified and a report filed.
- b. An Operator's Report of Motor Vehicle Accident (Standard Form 91) is contained in an envelope found in each vehicle's glove compartment.
- c. It is important that all relevant facts be recorded regarding the incident or accident to include: Who, What, Where, When, and exchange information amongst all parties involved.

## **11.2 Contractor Specific Procedures**

Contractor drivers are responsible for user maintenance on the equipment they operate. All drivers are responsible for:

- a. Conduct a general inspection of the vehicle using 270-FORM-0073, Driver Vehicle Inspection Report. Maintain the completed inspection form in the vehicle until the end of the day.
- b. Checking all fluid levels prior to departing Building 27 parking lot in the morning. The driver will also check all safety equipment (horn, lights, windshield wipers) for proper operation.
- c. Filling any fluids that are below safe operating levels and make notes on the vehicle trip log. The quantities and types of fluids added to the vehicle will be annotated and turned in to the parts clerk for inclusion in the vehicle management system.
- d. Checking the exterior of the vehicle for fluid, leaks, dents, broken glass, broken mirrors or other safety hazards.
- e. Ensuring required equipment is on board including flare, fire extinguisher, material handling equipment if provided.
- f. Perform an operational test of permanently installed lift gates and wheel chair lifts, when installed.

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- g. To contact the Dispatcher immediately, when the task(s) assigned to a driver is completed, to receive any new shipment instructions or assignment of additional tasks.
- h. At the end of the workday, cleaning all trash out of the vehicle, ensuring that the gas level exceeds three quarters of a tank, and closing/locking doors and windows prior to turning the keys and vehicle trip log and completed pick-up/delivery tickets in to the Dispatcher.
- i. Drivers assigned to carry a radio must pick it up in the morning, operate it correctly during the day, and return it to the office at the end of business day.
- j. At the end of each workday, driver will notate any vehicle deficiencies that need correcting using the 270-FORM-0073, Driver Vehicle Inspection Report.

### 11.3 Vehicle Misuse and Abuse

Anyone who has reason to believe someone, whether government or contractor, has misused or abused equipment or materials must report this fact to the Dispatcher, Vehicle Maintenance Supervisor/Lead Mechanic, a Mechanic, the Operations Manager, or the Transportation Branch Manager. The Dispatcher, the Vehicle Maintenance Supervisor/Lead Mechanic, or the Operations Manager should notify the Transportation Branch Manager of any reported misuse or abuse. A report will be submitted on the incident to Head, Logistics and Transportation Management Branch (Code 274) via Transportation Branch Manager (Code 279) if reasonable cause is present.

Mechanics will document incidents and analyze trends of equipment misuse and abuse by any Greenbelt organization or contractor. Findings will be submitted to the Head, Logistics and Transportation Management Branch (Code 274) and/or the Motor Vehicle Utilization Board via the Transportation Branch Manager.

## 12.0 CRYOGENIC OPERATIONS

Vehicle operations personnel are tasked to pick up and deliver compressed gas cylinders and dewars for liquid nitrogen (LN2) observing the requirements contained in GPR 8710.7 Cryogenic Safety, Sections 4 through 6. The driver and freight helper assigned to this task shall have completed the training and licensing described in Section P6 and wear the PPE described in Section P5. As part of the pickup and delivery process, cylinders and dewars shall be visually inspected for damage. Any cylinder or dewar that fails the visual inspection shall be returned to the owner or the cylinder shed for further evaluation. Detailed dewar fill procedures are contained in Attachment A.

## 13.0 NON-CONFORMANCE MANAGEMENT

### 13.1 Non-conformances

The overall Corrective Action/Preventive Action (CAPA) Lead for the activities in this work instruction is the Code 274 Logistics and Transportation Management Branch Head. The CAPA Lead serves as the principal point of contact within ILMD responsible for the management and proper functioning of the nonconformance process in that functional area provides technical oversight and identifies

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nonconformance trends that may require changes to existing policies or procedures, and reports significant issues to higher management. The CAPA Lead is also responsible for reviewing and processing Problem Reports (PR's) and Nonconformance Reports (NCR's) received from any source as well as directing and documenting corrective actions taken in response to PR's and NCR's. The primary documentation for these activities shall be created in the automated Problem Reporting/Problem Failure Reporting (PR/PFR) system or the META System, which are accessed via the GSFC MS website.

### **13.2 Minor Non-conformances**

As determined by the appropriate Code 270/279 Functional Branch Head, some non-conformances will be managed outside of the PR/PFR and META systems. There is no single method for documenting and dispositioning these minor non-conformances. All minor non-conformances shall be recorded in an approved record, and, the cognizant supervisor shall review the documentation and determine the most appropriate disposition. In those instances when a close out action is necessary, it will also be annotated in an approved record.

### **13.3 Non-conformances Initiation and Disposition**

After the CAPA Lead reviews a PR or NCR, the CAPA Lead shall request and/or develop disposition recommendations. For most non-conformances, this will be an internal process. In the case of services provided directly under the direction of operational Projects, the appropriate Project personnel shall be consulted. In some cases, the Project may assume control of the PR or NCR process. In those cases, the CAPA Lead will update the PR or NCR to show this transition. In all other cases, the CAPA Lead shall lead the PR or NCR disposition process.

Once the review is complete, the CAPA Lead shall input the disposition into the PR/PFR or META system. In cases where policy may be affected, the ILMD management shall be consulted prior to completing the disposition process. If no corrective actions are required, the CAPA Lead shall close out the PR or NCR.

### **13.4 Corrective Actions**

If resolution of the PR or NCR involves initiation of corrective action, the CAPA Lead shall continue to update the PR or NCR with root causes, actions taken and remedial actions if and when they are part of the corrective action process. Upon completion of all corrective actions, the CAPA Lead shall close out the PR or NCR. In some cases corrective actions will point to other non-conformance issues that need to be resolved. If this happens, the CAPA Lead shall create a follow-on PR or NCR, and the process will begin again.

## Appendix A – Definitions

- A.1 **Individuals With Disabilities (IWD)** - Individuals With Disabilities (IWD) – In accordance with the Americans with Disabilities Act, an individual is considered to have a "disability" if that person has a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.
- A.2 **NASA-8** - NASA owned passenger aircraft that's individually chartered for official NASA business travel.
- A.3 **Performance Reporting/Performance Failure Reporting Module** - an archiving database tool that systematically records a summary of the problem, its cause, defect corrective action and other relevant data in order to track the status of the identified issue to closure as well as to determine if a pattern of similar occurrences can be noted within or across projects.
- A.4 **Vehicle management system** - Automated vehicle fleet management system that integrates fuel records and maintenance records and renders reports.

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## Appendix B – Acronyms

Acronym	Definition
CA	Corrective Action
DAFIS	Dispatch Automated Fleet Information System
eMOD	Electronic work request for Management Operations Directorate
GLTIC	Goddard Logistics and Technical Information Contract
GPR	Goddard Procedural Requirement
GSFC	Goddard Space Flight Center
ILMD	Information and Logistics Management Division
IWD	Individuals With Disabilities
NCL	Nonconformance Lead
NCR	Nonconformance Report
POC	Point of Contact
PR/PFR	Problem Reporting / Problem Failure Reporting

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## Attachment A

### LN2 Dewar Fill Procedures at the Building 7 Fill Station

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The Building 7 LN2 fill station is located on the north side of the building, accessible from the parking lot.

1. Prior to beginning LN2 filling operations ensure that the following PPE is available and worn - safety goggles, a face shield, gloves and apron designed to withstand extreme cold and long sleeved shirts rolled down if a long sleeved shirt is worn.
2. At the beginning of each day, vent the bulk LN2 tank using the vent tank valve
3. Install the vent tube on the dewar discharge valve



4. Open the vent valve on the dewar. Allow the dewar to vent until the pressure gauge reads less than 50 psi.



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## Attachment A

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5. Hook up the LN2 hose to the dewar fill/liquid valve.  
Open the valve. Leave the hose connection slightly cracked

6. Open the bulk LN2 tank valve on the valve manifold.



7. Wait for visible liquid to come out of the connection.  
This means that the N2 has been purged from the line and that liquid nitrogen is now entering the dewar



8. Tighten the connection and.....



9. ....allow the tank to fill for about 30 minutes



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## Attachment A

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10. When the tank is completely full of liquid (not gas), liquid LN2 will start to blow out of the vent tube

11. Close the LN2 bulk tank fill valve



12. And then, close the dewar fill valve

13. Break the connection to let the pressure Out of the fill hose



14. Unscrew the hose and hang it back up on the Building 7 LN2 fill manifold

15. Close the dewar vent valve when liquid stops blowing. This ensures that the dewar is not over-filled.

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truck,  
and deliver.



16. Load the dewar on the cryo

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## CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	9/23/2013	Initial Release. Conversion from SOP to WI.  12 Cryogenic Operations – New section
A	9/26/2013	P.1 & P.2 Purpose and Applicability – Expanded with additional details regarding taxi service  P.6 Safety Precautions – Expanded with additional requirements for seat belt use, wheel chair operations and telephone use  P.7 Training – formatted in table, added additional information  P.8 Records – Added hyperlinks  P.9 MEASUREMENT/VERIFICATION – Changed wording to “Performance Requirements are contained in the GLTIC Technical Performance Incentive Fee Plan or Performance Requirements in the Statement of Works.”  P.10 Taxi Service – Expanded with requirements for transporting Individuals with Disabilities and wheel chair lift operations  P.11 Drivers – Added details concerning daily vehicle check recorded on 270 FORM-0073  Appendix A Definitions – Changed definition for Individuals With Disabilities
B	10/19/2015	<b>P3. References</b> – removed reference to NPR 4200.1, NASA Equipment Management Manual as it is no longer applicable to this work instruction.  <b>P.4 CANCELLATION</b> add: 270-WI-6700.0.2A Transportation Dispatch Operations.  <b>3.0 MATERIAL MOVEMENT REQUESTS</b> add: All movement requests (exception: Excess equipment/furniture which utilizes <a href="https://equipment.nasa.gov/equipment/Home.jsp">https://equipment.nasa.gov/equipment/Home.jsp</a> ) will be via the eMOD system ( <a href="https://emod.wff.nasa.gov/emod/">https://emod.wff.nasa.gov/emod/</a> ).  <b>5.1 Procedures</b> add: All customer request for vehicles reservations should be entered through the eMOD online system using the enclosed hyperlink ( <a href="https://emod.wff.nasa.gov/emod/">https://emod.wff.nasa.gov/emod/</a> ) add: Travel in excess of the 200 mile radius of GSFC must be approved by the Code 274 Center Transportation Officer. add: If no vehicles are available: (a) An email notification to the Motor Vehicle Officer will be made that provides all pertinent data associated with the request (individual’s data, date requested, and reason for non-availability).  <b>Appendix B – Acronyms</b>

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		add: eMOD: Electronic work request for Management Operations Directorate.

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